

UberGroup Phone Setup Guide

Required Components

Make sure you have everything you need before you attempt setup.

You need to have an UberGroup broadband connection, a telephone with a standard phone cable, and the set up kit we have couriered to you.

The set up kit should contain:

- A** 1 x Linksys Router
- B** 1 x Yellow Cat5 Ethernet Cable
- C** 1 x Power Adapter
- D** 1x Phone adapter

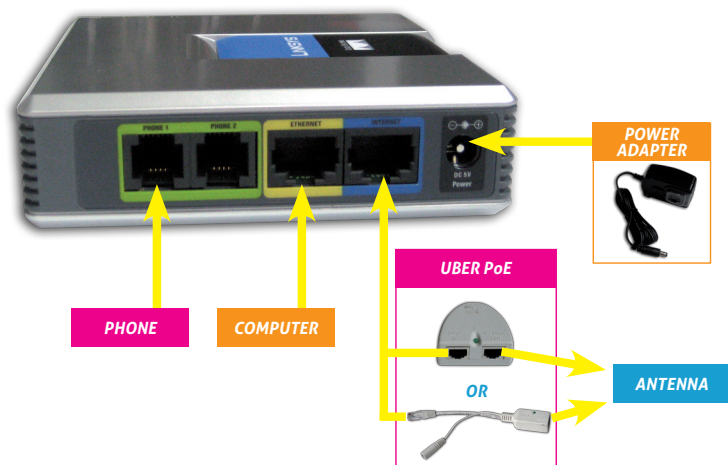
If anything is missing from this kit, please call UberGroup support on **09 438 5472** or **0508 BROADBAND** as soon as possible between the hours of 8.30am-5.00pm, Monday-Friday. Do not proceed with setup if anything is missing as it could cause disruptions.

Fig 1. Components of your phone setup kit



Setup Overview

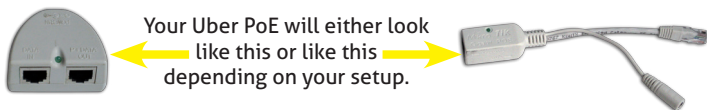
Fig 2. Setup Overview



The order in which you connect and turn on everything is very important. You must follow the steps of the guide in exact order.

- 4** Disconnect the network cable from your computer or from your wireless access point which goes to the Uber PoE (with the second style of PoE this may be part of the PoE itself). Then connect this cable into the blue port on the Linksys Router labelled 'Internet'.

Note: You shouldn't need to disconnect any cables from the UberGroup internet connection end. If you do, please note where you unplugged them from as reconnecting them incorrectly can cause equipment damage.



- 2** Connect the Yellow Cat5 Ethernet cable into the yellow port labelled 'Ethernet' on the Linksys Router.
- 3** Connect the other end of the yellow cable into the port on your computer or the wireless access port from which you previously removed the internet cable. (This is the data in side of the connection).
- 4** Connect the power adapter to the Linksys Router and plug the other end into an electrical outlet.

IMPORTANT

Are you keeping your existing phone number?

If you are – only complete steps 5 to 7 once your existing phone line stops working. Remember – you must complete step 5 once your old line stops working before you can make or receive phone calls.

If you are getting a new number, you can ignore this warning.

- 5** Connect your telephone cord to the port labelled "Phone 1" on the Linksys Router. There is an adapter supplied which will allow you to connect your existing phone.
- 6** Allow 5 minutes for your phone line to be configured; our automated systems will detect if you have connected the Linksys router correctly. Please note: You will not be able to make and receive calls until we have configured your phone.
- 7** Check for a dial tone. If you hear one, congratulations! You're now ready to use VoIP. If you don't hear a dial tone, read the troubleshooting advice below, and if all else fails, give us a call on 0508 BROADBAND (09 438 5472).
- 8** Check for internet. Turn your computer back on and check to make sure you have internet by opening www.ubergroup.co.nz in your internet browser window.

Troubleshooting *Not getting a dial tone? Try the following solutions to common problems:*

- Many issues are resolved by restarting your equipment. To do this: First, shut down your computer, Linksys Router, and UberGroup internet connection. Then, turn the devices back on one at a time in the following order: UberGroup connection, Linksys Router and computer. Wait for each device to reset completely prior to turning on the next.
- Make sure your phone is plugged into "Phone 1" on the Linksys Router.
- Are you able to access web pages? If not, the problem may be with your internet connection. Plug the UberGroup internet cable directly into your computer and test it. If there is no connection check with UberGroup support to find out if there are connection issues in your area or some other problem with your connection.
- Be sure your telephone, which is plugged into the Linksys Router, is disconnected from the wall telephone jacks (the ones you use for

traditional phone company service). VoIP won't work if the phone is still plugged in to a wall jack unless our technicians have enabled this feature for you.

- Repeat the steps of this installation guide. The order in which you connect and turn on everything is very important. You must follow the steps of the guide in exact order.

Please note: If we are porting your number from another provider - your Uber Group Telephone Service will not work until this is completed. Porting can take at least 5 business days. Your existing phone service will cease to work once the porting has been completed.

In the meantime please plug in all the equipment provided as per instructions. Once the porting is complete and you complete step 5, your Uber Group Telephone Service will work.